

DMH EMPLOYEE SPOTLIGHT – SUSSAN HIVAND

Continuing our stories that spotlight LACDMH employees who shine, this week we're featuring...



SUSSAN HIVAND
Senior Secretary III/Santa Clarita Valley Mental Health Center

Sussan has worked for the Los Angeles County Department of Mental Health (LACDMH) for 23 years. She is a Senior Secretary III at Santa Clarita Valley Mental Health Center.

She first started at LACDMH as an Intermediate Typist Clerk before eventually becoming a Senior Secretary III. Her duties include supervising six clerical staff, a student worker, three Title V employees, a temporary clerk, three TSE works and two Department of Veterans Affairs volunteers. She also assists two clinical supervisors with their staff, and gets the line staff set up with computer, building and telephone access. She also troubleshoots any problems administrative supervisors or staff may encounter. Sussan speaks Farsi and helps translate for clinicians and physicians. She is also the secretary for Dr. Michelle Majors, doing complex administrative assignments for her as needed.

What do you like about your job? "I am always busy and I enjoy doing my job to the best of my ability. Every day, I learn something new and I love learning new things. I enjoy helping everyone at the clinic and other LACDMH staff."

Who/what inspires you? "My family inspires me and encourages me to better myself. I always want to improve my skills."

What do you enjoy doing in your spare time? "(I enjoy) spending time with my immediate and extended family. I often throw dinner parties for them and I love cooking

food that my family enjoys. My husband cooks very well too, so we end up spending a lot of time in the kitchen and enjoying meals together.”

Do you have any words of wisdom for other LACDMH employees? “I always tell my staff, if you do your job and have a pleasant attitude, you will have a good result.”